

Case Report With Attachments

ID: SSAN051710ZZ Type: Investigation Investigator: Colosimo, Lisa Status: Closed
Saved: \$ Department: IAD Origin: E-Mail

Service Address: Columbus, OH 43228, Franklin

Service Type: Residential AIQ: NIQ:

Industry: Solicitation:

LEC/IXC

Utility Company in Complaint:

Sprint

Territory:

Case Issues:

General Issue

Specific Issue

General

Brochures, maps, etc.

Telecom Specific

Ohio Relay Service/TDD equipment

Consumers:

Sandy, Steve

Mailing: 3554 Rosburg Dr Columbus, OH 43228

Events:

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Call	Received	Hamilton, Nancy	5/17/2010 8:27:51AM	Sandy, Steve

Notes:

From: SANDY, STEVE CIV DFAS [mailto:STEVE.SANDY@DFAS.MIL]

Sent: Wed 4/21/2010 7:50 AM

To: Blackmer, Beth

Subject: Ohio Relay booklete

I understand that Danny Barrett who was the account manager was let go, but in this email - to whom do I request for additional Ohio Relay booklete?

The number I am requesting is 100 - one hundred. If wanted to know why that many - I work at the DFAS - Defense Finance and Accounting Service in Columbus we have a number of Deaf Associates that will get the VP soon - finally. So would be good to have them on hand and given them the option of calling Ohio Relay to conduct their business calls.

Also other booklete that can be given to hearing people to understand the necessities and the value of calling the Relay Service that is the "lifeblood" of calling out and in.

If I am allow to get them from you then my address is:

Steve Sandy
3554 Rosburg Drive
Columbus, Ohio 43228-7089

If you are not the person, please kindly forward my email to the correct people. Thanks in advance.

Steve

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Opened	Case Management	Hamilton, Nancy	5/17/2010 8:27:51AM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Assigned	Case Management	Hamilton, Nancy	5/17/2010 8:28:16AM	

Notes:

Case Re-assigned

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Research	Case Management	Colosimo, Lisa	5/18/2010 8:48:57AM	

Notes:

PUCO contacted the Ohio Relay folks. The requested brochures were sent out on 5/17/2010.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Closed	Case Management	Colosimo, Lisa	5/18/2010 8:49:00AM	

Notes:

Close this case

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
---------------	--------------	----------------------	-------------------	-------------	-----------------

Consumer Web Complaint Received Thompson, Alfred 5/20/2010 4:25:08PM Sandy, Steve

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Opened	Case Management	Vance, Mary	5/21/2010 8:52:34AM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Assigned	Case Management	Vance, Mary	5/21/2010 8:52:34AM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Call	Posted	Colosimo, Lisa	5/21/2010 9:11:50AM	Sandy, Steve

Notes:

Steve,

Thank you for the update. If this happens again, please contact our TRS customer service at 800.676.3777 and they will be able to let you know if there are any problems or have a technician look into it. I am happy to hear that all went well this morning.

Again, I apologize for the frustrations you experienced yesterday and thank you for letting us know. Hope you have a great day and weekend.

Emma

-----Original Message-----

From: SANDY, STEVE CIV DFAS [mailto:STEVE.SANDY@DFAS.MIL]

Sent: Friday, May 21, 2010 7:32 AM

To: Danielson, Emma E [BMG]; Colosimo, Lisa

Subject: RE: Ohio Relay complaint

Good morning PUCO friends,

Dated 5-19-10 sometimes before 2:48 PM eastern time. There was no names or agent, it kept saying Please hold we are assisting others, it repeated like 4 times and once was garbled when I interferred to let them know it was garbled. But still a recording plays, so I hung up.

Next day 5/20/10 in the AM, two calls I made, it (ORS) answered like 1 to 2 rings like a snap. But my calls were performed effectively. Didn't catch who, but their job was well-performed.

5/19/10 was like hey - I need to make the call, but I wans't able to do so.

Steve

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Research	Case Management	Colosimo, Lisa	5/21/2010 9:13:21AM	

Notes:

PUCO forwarded customer complaint to Ohio Relay. E-mail correspondence is attached from customer and Ohio Relay. Sounds like a transmission problem or connection issue at the relay on 5/19/10. Calls on 5/20 went through quickly. Customer advised to contact Ohio Relay adm number to report problems such as this asap next time. Case closed.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
---------------	--------------	----------------------	-------------------	-------------	-----------------

Notes:

Close this case